



EBT NEWS

County of Los Angeles
Department of Public
Social Services

Issue 5

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EBT IS COMING



LEADER and the EBT System Will “Speak” to Each Other Online

With EBT, DPSS will be implementing a better way for two systems to exchange information with each other. This will make it easier for our staff to do business.

For example, new LEADER screens have been developed to permit online

inquiry to the EBT System. This means staff will not have to go to a separate system, like LA FAIR, to see the current status of benefits available to participants. Instead, staff will be able to go to a LEADER screen, enter a case number, and press one button to send a inquiry to the EBT System. The LEADER screen will then display the results returned by the EBT System, but in a format that is familiar to our clerical and eligibility staff.

In addition, through this online exchange of information, district cashiers will be able to press one button and automatically send information to the EBT System to set up EBT Accounts, Add and Cancel Benefits, and Issue EBT Cards. This is faster and more accurate than printing out FAIR-1s and manually adding the information to LA FAIR.

HOMELESS PARTICIPANT CONTACT

With the fast-approaching EBT pilot kick-off date, the need to get the word out to participants about the off-site training sessions has never been greater. While informing notices will be mailed, the homeless population (many of whom do not have a mailing address) will need to be personally notified. The information is particularly critical for this group, since they will be receiving their EBT cards and selecting their Personal Identification Numbers (PINS) at the training sites. **We have identified the CW-7 pick-up/drop-off contact as a great opportunity to provide the homeless with the necessary information.** We encourage staff in the pilot districts to deliver the message of the training sites including dates, locations and times at **every** point of contact with their participants.

SPECIAL MAILERS TO EBT PILOT PARTICIPANTS

Beginning in June, EBT pilot participants will begin receiving a series of special mailers. These mailers are as follows:

DATE	MAILER	PURPOSE
June 23, 2003	EBT is Coming (EBT 3)	Notification to all cash and food stamp participants in the Metro East and South Central that EBT will begin in August 1, 2003. BPPRE Admin Memo #03-14, dated 06/20/03.
June 27, 2003	Authorized Representative (AR) Update (T03-04 cover and T03-04)	Notification to all pilot participants with an AR of the need to update the AR case information. Participants opting to designate an AR must update the info and return the T03-04 by July 1, 2003 to a central processing site. BPPRE Admin Memo #03-15, dated 06/25/03.
June 30, 2003	Look for the Golden State Advantage Cards and PIN in the mail (EBT 4)	Notification to all pilot participants that EBT cards and PINs will be in the mail. The EBT card will be separately mailed from the PIN. BPPRE Admin Memo will be released.

GROUP HOMES UPDATE

During the month of June, several group home meetings were conducted throughout Los Angeles County. The meetings provided an opportunity to address specific issues and concerns. Several of the group homes will participate in the EBT pilot in the South Central and Metro East Districts starting August 2003.

Once the group homes are certified by USDA-Food and Nutrition Services, they will receive Point of Sale (POS) equipment for EBT transactions, installed by